PROJECT SPECIFICATION STATEMENT

A. Project Code: UEOR B. Program ISP

C. Project Title ORGANIZING END-USER DEPARTMENTS FOR INFORMATION SYSTEMS

D. Objective: To identify the issues which led to the current End-User Computing revolution and examine strategic alternatives which can best meet the objectives of the information systems function.

E. Audience (order of priority)

	User/ Vendor	Job Function	Type Company	Company Characteristics
1	U	IS STEERING COMMITTEE	FORTUNE 1000	
2	U	IS DIRECTOR - VP		
3	U	IS SYSTEMS DEVELOPMENT		
4	U	END-USERS INVOLVED IN SYST. DEV.		
5	U	IS END-USER SUPPORT GROUPS		

F. Reasons for Choosing the Subject.

1. USERS LEARNING HOW TO SOLVE THEIR OWN SYSTEMS PROBLEMS
2. IMPACT OF END-USER COMPUTING ON THE IS ORGANIZATION
3. NEED FOR IS TO PROVIDE END-USER COMPUTING LEADERSHIP
4. COMPANIES WANT TO LEARN WHAT HAS BEEN SUCCESSFUL FOR OTHERS IN THE MANAGEMENT OF END USER COMPUTING

G. Scope of Study

1. Includes: Analysis of alternate approaches being used to manage end-user computing, including policy statements, support groups evaluation, security considerations, educational requirements, and reporting relationships.

2. Excludes: Any technical aspects of connecting hardware or downloading databases

H. Uses of Report: As a reference for the development of tactical and strategic end-user computing plans. The readers will be able to evaluate what others are doing in this area to determine the applicability for their organizations.

I. Issues

1. Ramifications of end-users developing their own systems with little or no direction from IS.
2. How can a company-wide PC users group be organized to effectively disseminate hardware, software and policy information?
3. What training and education do end-users require to improve their computing effectiveness?
4. How can IS improve its credibility with the end-users?
5. How can senior management be assured that computing capabilities are in the right place, doing the right job?
6. What security aspects should be considered when making corporate databases available to PC users.
7. What points should be included in a formal corporate policy for end-user computing?
8. How should End User departments be organized to support EUC & interface with IS?

J. Market Forecast ☒ No ☐ Yes _____ Period

K. Delivery Modes Covered N/A

- ☐ Remote Computing (RCS)
- ☐ Batch Processing
- ☐ Facilities Management
- ☐ Professional Services - Programming and Analysis
- ☐ Professional Services - Education and Consulting
- ☐ Integrated Systems
- ☐ _____
- ☐ Systems Software - Mainframe/mini
- ☐ Systems Software - Personal Computer
- ☐ Application Software - Mainframe/mini
- ☐ Applications Software - Personal Computer
- ☐ _____
- ☐ _____
- ☐ _____

L. Interview Profile

1. Type of Interview:

Type of Respondent	Type of Interview							
	On-Site		Phone		Mail		Total	
	Number	R/A or Senior	Number	R/A or Senior	Number	R/A or Senior	Number	R/A or Senior
User			15	5			15	5
Vendor								
Other (Specify) _____								
Total			15	5			15	5

2. Respondent Characteristics

Number of Interviews	Job Function	Company Characteristics (e.g., SIC, Size, etc.)
	Senior IS staff members with	a variety of industries
	responsibility for EUC	in the over a Billion $
		size category.

M. Page Allocations

Text 28.5

Exhibits 13

Sub-total 41.5

Appendices _____

Total Pages _____

	# Exhibits	= Text	Total Pages
I. INTRODUCTION		2	2
A. Objective, Audience and Need		.5	.5
B. Scope and Use		.5	.5
C. Methodology		.3	.3
D. Related INPUT Reports		.5	.5
II. EXECUTIVE SUMMARY (Format = Standard)		3	3
A. Purpose		1	1
B. Findings	1	1	2
C. Recommendations		1	1
III. ISSUES			
A. IS CREDIBILITY	1	1	2
B. USERS' DEMANDS	1	1	2
C. USERS' DP NAIVETY	1	1.3	2.5
D. VENDOR'S PROMISES		.3	.5
E. IS LACK OF INITIATIVE		.5	.5
F.			
IV. TECHNIQUES FOR IMPROVEMENT			
A. TRAINING CENTER	1	1	2
B. END-USER COMPUTING GROUP	1	2	3
C. STEERING COMMITTEE FOR END-USER COMPUTING	1	1.5	2.5
D. IMPROVING IS/VENDOR RELATIONS		1	1
E. IMPROVING ADMINISTRATION OF END USER COMPUTING	1	1.5	2.5
V. ORGANIZATIONAL CONSIDERATIONS			
A. EXPANDING RESPONSIBILITIES OF THE INFO CENTER	1	2	3
B. END USER SUPPORT GROUP WITHIN IS	1	1	2
C. PROGRAMMERS AND ANALYSTS REPORTING TO END USERS	1	1	2
D. COMPUTING COORDINATORS REPORTING TO END USERS	1	1	2
VI. CONCLUSIONS AND RECOMMENDATIONS			
A. CONCLUSIONS		1	1
B. RECOMMENDATIONS	1	1	2
C.			
D.			
VII.			
A.			
B.			
C.			
D.			
Sub-total Pages			
APPENDIX			
A. Definitions			
B. Data Base			
C.			
D.			
E. Questionnaire - Vendor			
F. Questionnaire - User			
G. Index			
Total Pages	13	28.3	40.3

Q. Other Research

1. Library: Source: Journal Articles

   Objective: Current info related to End-User Computing

2. Reports:

Code	Title	Objective
UEPM	End-User Micro-Mainframe Needs	(Background for organizing for End User Computing)
UPCS	PCs in the IS Strategy	
UOIC	Organizing the Info Center	
UETP	Training Techniques for End Users	

3. Other Sources:

P. Project Management

1. Project Manager
2. Initiation Date Start Date
3. Midpoint Review
4. First Draft Due
5. Word Processing Begin Date
6. Shipping Date

Q. Other Comments and Direction

R. Detailed Table of Contents Attached? Yes X No

TABLE OF CONTENTS SPECIFICATION

REPORT CODE:	TITLE			
SECTION TITLE:		PAGES:		
SUBSECTION TITLE:	CONTENT/SOURCE	# Exhibits	# Text	Total
	Same as Overview			

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1984 QUARTERLY SCHEDULING PLAN (Q3)

PROJECT: UEOR

DATE: 8-10-84

PROJECT LEADER: Ralph Waters

ACTIVITY / PROJECT	NAME	MAN DAYS	EFFICIENCY	ESMD	CORP WEEK END	JULY 27(4) 7/6	28 7/13	29 7/20	30 7/27	AUGUST 31 8/3	32 8/10	33 8/17	34 8/24	SEPTEMBER 35 8/31	36(4) 9/7	37 9/14	38 9/21	39 9/28
PROJECT AUTHORIZATION/ SPECIFICATION	RW	1.3		1.5							1	.5						
	SK	.5		.5								.5						
Q DESIGN	RW	.5		.5								1.5						
Q APPROVAL/ REVIEW MEETING																		
INTERVIEWS ON SITE ( ) NO.																		
INTERVIEWS PHONE ( ) NO.	RW	2.0		2.0								.5	.5	1				
DATATAB AND ANALYSIS	RW	1.5		1.5							.5		.5	.5				
WRITING	RW	2.5		2.5											1.5	1.0	.5	
ABSTRACT	RW	.5		.5													.5	
QC	SK	.5		.5													.5	
REPORT PROD. AND SHIPPING																		→
~~PRESENTATION~~ MANAGEMENT	SK	.5		.5												.5		
"THANK YOU" MAILED	RW	8.5									1.5	1.5	1.0	1.5	1.5	1.0	1.0	
PLAN	SK	1.5										.5				.5	.5	
ACTUAL																		
CUM P/A																		
		10.0																

INPUT

1984 QUARTERLY SCHEDULING PLAN (Q3)

PROJECT: 1EOR

PROJECT LEADER: Rob Weller

DATE: 8-10-84

ACTIVITY / PROJECT	NAME	MAN DAYS	EFFICIENCY	ESMD	CORR WEEK END	27(4) 7/6	28 7/13	29 7/20	30 7/27	31 8/3	32 8/10	33 8/17	34 8/24	35 8/31	36(4) 9/7	37 9/14	38 9/21	39 9/28
		CORPORATE/WEEK ENDING				JULY				AUGUST				SEPTEMBER				
PROJECT AUTHORIZATION/ SPECIFICATION	RW	1.5		1.5							1	.5						
	SK	.5		.5								.5						
Q DESIGN	RW	.5		.5								.5						
Q APPROVAL/ REVIEW MEETING				.														
INTERVIEWS ON SITE ( ) NO.																		
INTERVIEWS PHONE ( ) NO.	RW	2.0		2.0								.5	.5	1				
DATATAB AND ANALYSIS	RW	1.5		1.5							.5		.5	.5				
WRITING	RW	2.5		2.5											1.5	1.0	.5	
ABSTRACT	RW	.5		.5													.5	
QC	SK	.5		.5													.5	
REPORT PROD. AND SHIPPING				.														
~~PRESENTATION~~ MANAGEMENT	SK	.5		.5												.5		
"THANK YOU" MAILED	RW	8.5									1.5	1.5	1.0	1.5	1.5	1.0	1.0	
PLAN	SK	1.5										.5				.5	.5	
ACTUAL																		
CUM P/A																		
		10.0																

INPUT

1984 QUARTERLY SCHEDULING PLAN (Q3)

PROJECT: UCOR

PROJECT LEADER: Ralph Wells

DATE: 8-10-84

ACTIVITY / PROJECT	NAME	MAN DAYS	EFFICIENCY	ESMD	CORR WEEK END	27(4) 7/6	28 7/13	29 7/20	30 7/27	31 8/3	32 8/10	33 8/17	34 8/24	35 8/31	36(4) 9/7	37 9/14	38 9/21	39 9/28
					CORPORATE/WEEK ENDING	JULY				AUGUST				SEPTEMBER				
PROJECT AUTHORIZATION/ SPECIFICATION	RW	1.5		1.5							1	.5						
	SK	.5		.5								.5						
Q DESIGN	RW	1.0		1.0								1						
Q APPROVAL/ REVIEW MEETING																		
INTERVIEWS ON SITE ( ) NO.																		
INTERVIEWS PHONE ( ) NO.	RW	6.0		6.0								.5	2.5	3				
DATATAB AND ANALYSIS	RW	2.0		2.0							.5		1	.5				
WRITING	RW	6.0		6.0											3	2.5	.5	
ABSTRACT	RW	.5		.5													.5	
QC	SK	1.0		1.0													1	
REPORT PROD. AND SHIPPING																		
~~PRESENTATION MATERIALS~~	SK	1.5		1.5							.5		.5			.5		
"THANK YOU" MAILED	RW	17									1.5	2.0	3.5	3.5	3	2.5	1	
PLAN	SK	3									.5	.5	.5			.5	1	
ACTUAL																		
CUM P/A																		
											2.5	2.5	4.0	3.5	3	3	2	
											4.0	4.5	5.0	4.5	4.0	4.5	3.5	

INPUT

PROJECT SPECIFICATION STATEMENT

A. Project Code: UCOR B. Program ISP

C. Project Title ORGANIZING THE IS DEPARTMENT FOR END-USER COMPUTING

D. Objective: To provide IS management with an awareness of the viability of end-user computing and to furnish ideas and guidelines for meeting this new challenge, and to identify the risks to IS and the organization if this subject is ignored or considered irrelevant.

E. Audience (order of priority)

	User/ Vendor	Job Function	Type Company	Company Characteristics
1	U	IS STEERING COMMITTEE	FORTUNE 1000	
2	U	IS DIRECTOR - VP		
3	U	IS SYSTEMS DEVELOPMENT		
4	U	IS END USER SUPPORT GROUP		
5	U	END USERS INVOLVED IN COMPUTING		

F. Reasons for Choosing the Subject.

1. Intensive recent growth of End-User Computing
2. End-User Computing Impact on IS Organization
3. Potential risks of ignoring End User Computing
4. Trend toward user developed systems

G. Scope of Study

1. Includes: A look at the history of End-User Computing and an examination of the major reasons causing the current End User Computing revolution. The study will identify and analyze approaches being considered to manage and control this phenomenon, including organization, committees, policies & practices, and education.

2. Excludes: Technical aspects of connecting PCs to mainframes, or PCs to PCs. No specific hardware or software tools will be examined.

H. Uses of Report: Because the subject of end user computing is so new there are no proven methods or approaches to manage and control this phenomenon. This report will identify the major issues to be considered and will provide the reader with possible alternatives. It will be used to assist in the development of strategic IS organizational plans.

I. Issues

1. What are the risks if IS adopts a laissez faire attitude towards the end-user computing revolution?
2. What staffing requirements, policies, procedures, standards and guidelines should be considered by IS
3. How can IS promote the efficient and effective use of PCs and still ensure the proper management of this resource?
4. What are the pros and cons of several alternate IS organizational structures designed to support EUC?
5. What [redacted] should be considered when developing tactical and strategic end-user computing plans?
6. What is the role of the IS end-user consultant?
7. Is end-user computing resurrecting the DDP concept?

J. Market Forecast ☒ No ☐ Yes _____ Period

K. Delivery Modes Covered N/A

- ☐ Remote Computing (RCS)
- ☐ Batch Processing
- ☐ Facilities Management
- ☐ Professional Services - Programming and Analysis
- ☐ Professional Services - Education and Consulting
- ☐ Integrated Systems
- ☐ _____
- ☐ Systems Software - Mainframe/mini
- ☐ Systems Software - Personal Computer
- ☐ Application Software - Mainframe/mini
- ☐ Applications Software - Personal Computer
- ☐ _____
- ☐ _____
- ☐ _____

L. Interview Profile

1. Type of Interview:

Type of Respondent	Type of Interview							
	On-Site		Phone		Mail		Total	
	Number	R/A or Senior	Number	R/A or Senior	Number	R/A or Senior	Number	R/A or Senior
User			15	5			15	5
Vendor								
Other (Specify) _____								
Total			15	5			15	5

2. Respondent Characteristics

Number of Interviews	Job Function	Company Characteristics (e.g., SIC, Size, etc.)
	Either the top IS executive	a variety of industries
	or a manager reporting to	in the over a Billion $
	the top IS executive	size category.

M. Page Allocations

Text	62.0
Exhibits	28.0
Sub-total	90.0
Appendices	5
Total Pages	95.0

	# Exhibits	= Text	Total Pages
I. INTRODUCTION		3	3
A. Objective, Audience and Need		1	1
B. Scope and Use		.5	.5
C. Methodology		.5	.5
D. Related INPUT Reports		1.0	1.0
II. EXECUTIVE SUMMARY (Format = ~~Standard~~) Presentation	6	7	13.0
A. Purpose			
B. Findings			
C. Recommendations			
III. End Users Past, Present and Future			
A. The Need Does on	1	1.0	2.0
B. In the Beginning	1	1.0	2.0
C. Modern Times	1	2.0	3.0
D. The Future	1	2.5	3.5
E.			
F.			
IV. Information Systems' Poor Track Record			
A. Main Line Systems Mortality	1	2.0	3.0
B. End Users' Negative Perception	1	2.0	3.0
C. Vendor Driven Solutions		2.0	2.0
D.			
V. The Changing IS Orientation			
A. Shedding the Reactionary Image	1	2.5	3.5
B. Evaluating the IS Hierarchy	1	2.3	3.5
C. Improving Vendor Relations	1	2.0	3.0
D. Marketing Approach	1	2.0	3.0
VI. Potential Risks of Maintaining Status Quo			
A. Return of the Application Islands	1	2.0	3.0
B. Chaos Through Ignorance	1	1.5	3.5
C. Tarnished Security and Data Integrity		3	3.0
D. Dichotomous IS Functions	1	2.0	3.0
E. Dissolution of IS Authority		1.5	1.5
VII INSERT →			
VIII Conclusions and Recommendations			
A. Conclusions	1	2.0	3.0
B. Recommendations	2	3.0	5.0
C.			
D.			
Sub-total Pages			
APPENDIX			
A. Definitions			
B. Data Base			
C.			
D.			
E. Questionnaire - Vendor			
F. Questionnaire - User			5.0
G. Index			5
Total Pages	28	62.0	90.0

Insert

VII IS THE POSITIVE FACILITATOR

A. Evaluating Alternate Organizational Structures	2	3.5	5.5
B. Systems Architecture with Micros and Minis	1	2.5	3.5
C. Educating the End Users	1	2.0	3.0
D. Establishing Flexible Rules and Regulations	1	2.5	3.5
E. More Pilots and Prototypes		1.5	1.5
F. Emphasis on Consulting		1.5	1.5
G. Establishing End-User Computing Users Groups	1	2.0	2.0

Q. Other Research

1. Library: Source: Journal Articles

Objective: Current info related to End User Computing

2. Reports:

Code	Title	Objective
UEPM	End-User Micro-Mainframe Needs	(Background for organizing for End-User Computing)
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3. Other Sources:

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REPORT CODE:	TITLE			
SECTION TITLE:	PAGES:			
SUBSECTION TITLE:	CONTENT/SOURCE	# Exhibits	# Text	Total
	See attached			

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UCOR

	EXHIBITS	TEXT
III End Users - Past, Present and Future		
A. The Need Goes On	1	1.0
B. In the Beginning	1	1.0
1. Stage one - Data manipulation, RPG		.5
2. Stage two - Terminals		.5
C Modern Times	1	2.0
1. Stage three - The Information Center		1.0
2. Stage four - Stand alone PCs		1.0
D. The Future	1	2.5
1. Stage five - PC to Mainframe Links		1.0
2. Stage six - End user developed systems		1.5
IV Information Systems' Poor Track Record		
A. Main Line Systems Mentality	1	2.0
1. Bureaucratic		.5
2. Reactive		1.5
B. End Users' Negative Perception	1	2.0
1. Hopelessness - The Priority Setting		.5
2. Missed Target Dates		1.0
3. Slow Turnaround		.5
C. Vendor Driven Solutions		2.0
1. Selling to the End Users		1.0
2. Expanding the IS Dept		1.0

V The Changing IS Orientation

A. Shedding the Reactionary Image	1	2.5
1. Understanding Users' Total Needs		1.0
2. Improving Responsiveness		.5
3 Considering Alternatives		1.0
B Evaluating the IS Hierarchy	1	2.5
1. Restating the IS Mission		1.0
2. Reexamine IS Goals and Objectives		1.0
3. ~~Encourage~~ ACCEPT Organizational Dynamism		.5
C. Improving Vendor Relations	1	2.0
1. IS - The Central Software Repository		.5
2. The PC center		1.0
3. Putting IS Back in the Loop		.5
D. Marketing Approach	1	2.0
1. Selling New Services		.5
2. Demonstrations		.5
3. IS Marketing Reps		1.0

VI Potential Risks of Maintaining Status Quo

A. Return of the Application Islands	1	2.0
1. Repeating the 1950s		1.0
2. Predictable Problems		1.0
B. Chaos Through Ignorance	1	1.5
1. Incompatibilities		.5
2. Duplications, Redundancies		.5
3. Rising Cost of Computing		.5

VI (continued)

C. Tarnished Security and Data Integrity — 3.0
1. Impact of Lacking Security Procedures — 1.0
2. Data Reconciliation Problems — 1.0
3. Unrestricted Access to Confidential Files — 1.0

D. Dichotomous IS Functions — 1 — 2.0
1. Impact of User Programmers — .5
2. Sprouting Mini IS organizations — 1.0
3. Users Perceived Autonomy — .5

E Dissolution of IS Authority — 1.5
1. Concerns of Senior Management — .5
2. Outdated Policies Ineffective — .5
3. Users Find the Solutions — .5

VII IS - The Positive Facilitator

A. Evaluating Alternate Organizational Structures — 3.5
1. Matrix Management — 1 — 1
2. Supporting End User Computing — 1
3. Distributive Systems Development — 1 — 1.5

B. Systems Architecture with Micros and Minis — 2.5
1. Total Systems Requirements Awareness — .5
2. Open Mind to All Solutions — .5
3. DDP as an Alternate — 1.5

C Educating the End Users — 1 — 2.0
1. Who, How, why ? — 1.0
2. what ? — 1.0

VII continued

D. Establishing Flexible Rules and Regulations	2.5
1. Balancing Controls and Service	1.0
2. The End-User Steering Committee	.5
3. The Policy Statement	1.0
E. More Pilots and Prototypes	1.5
F. Emphasis on Consulting	1.5
G. Establishing End-User Computing Users Groups	2
1. Definition	.5
2. Bylaws	.5
3. Pitfalls	.5
4. Recommendations	.5

19 46.5

PROJECT SPECIFICATION STATEMENT

A. Project Code: UEOR B. Program ISP

C. Project Title ORGANIZING END-USER DEPARTMENTS FOR INFORMATION SYSTEMS

D. Objective: To identify the issues which led to the current End-User Computing revolution and examine strategic alternatives which can best meet the objectives of the information systems function.

E. Audience (order of priority)

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3	U	IS SYSTEMS DEVELOPMENT		
4	U	END-USERS INVOLVED IN SYST. DEV.		
5	U	IS END-USER SUPPORT GROUPS		

F. Reasons for Choosing the Subject.

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2. IMPACT OF END-USER COMPUTING ON THE IS ORGANIZATION
3. NEED FOR IS TO PROVIDE END-USER COMPUTING LEADERSHIP
4. COMPANIES WANT TO LEARN WHAT HAS BEEN SUCCESSFUL FOR OTHERS IN THE MANAGEMENT OF END USER COMPUTING

G. Scope of Study

1. Includes: Analysis of alternate approaches being used to manage end-user computing, including policy statements, support groups evaluation, security considerations, educational requirements, and reporting relationships.

2. Excludes: Any technical aspects of connecting hardware or downloading databases

H. Uses of Report: As a reference for the development of tactical and strategic end-user computing plans. The readers will be able to evaluate what others are doing in this area to determine the applicability for their organizations.

I. Issues

1. Ramifications of end-users developing their own systems with little or no direction from IS.
2. How can a company-wide PC users group be organized to effectively disseminate hardware, software and policy information?
3. What training and education do end-users require to improve their computing effectiveness?
4. How can IS improve its credibility with the end-users?
5. How can senior management be assured that computing capabilities are in the right place, doing the right job?
6. What security aspects should be considered when making corporate databases available to PC users.
7. What points should be included in a formal corporate policy for end-user computing?
8. How should End User departments be organized to support EUC & interface with IS?

J. Market Forecast ☒ No ☐ Yes _____ Period

K. Delivery Modes Covered N/A

- ☐ Remote Computing (RCS)
- ☐ Batch Processing
- ☐ Facilities Management
- ☐ Professional Services - Programming and Analysis
- ☐ Professional Services - Education and Consulting
- ☐ Integrated Systems
- ☐ _____
- ☐ Systems Software - Mainframe/mini
- ☐ Systems Software - Personal Computer
- ☐ Application Software - Mainframe/mini
- ☐ Applications Software - Personal Computer
- ☐ _____
- ☐ _____
- ☐ _____

L. Interview Profile

1. Type of Interview:

Type of Respondent	Type of Interview							
	On-Site		Phone		Mail		Total	
	Number	R/A or Senior	Number	R/A or Senior	Number	R/A or Senior	Number	R/A or Senior
User			15	5			15	5
Vendor								
Other (Specify) _____								
Total			15	5			15	5

2. Respondent Characteristics

Number of Interviews	Job Function	Company Characteristics (e.g., SIC, Size, etc.)
	Senior IS staff members with	a variety of industries
	responsibility for EUC	in the over a Billion $
		size category.

M. Page Allocations

Text	28.5
Exhibits	13
Sub-total	41.5
Appendices	
Total Pages	

	= Exhibits	= Text	Total Pages
I. INTRODUCTION		2	2
A. Objective, Audience and Need		.5	.5
B. Scope and Use		.5	.5
C. Methodology		.5	.5
D. Related INPUT Reports		.5	.5
II. EXECUTIVE SUMMARY (Format = Standard)		3	3
A. Purpose		1	1
B. Findings	1	1	2
C. Recommendations		1	1
III. ISSUES			
A. IS CREDIBILITY	1	1	2
B. USERS' DEMANDS	1	1	2
C. USERS' DP NAIVETY	1	1.5	2.5
D. VENDOR'S PROMISES		.5	.5
E. IS LACK OF INITIATIVE		.5	.5
F.			
IV. TECHNIQUES FOR IMPROVEMENT			
A. TRAINING CENTER	1	1	2
B. END-USER COMPUTING GROUP	1	2	3
C. STEERING COMMITTEE FOR END-USER COMPUTING	1	1.5	2.5
D. IMPROVING IS/VENDOR RELATIONS		1	1
E. IMPROVING ADMINISTRATION OF END USER COMPUTING	1	1.5	2.5
V. ORGANIZATIONAL CONSIDERATIONS			
A. EXPANDING RESPONSIBILITIES OF THE INFO CENTER	1	2	3
B. END USER SUPPORT GROUP WITHIN IS	1	1	2
C. PROGRAMMERS AND ANALYSTS REPORTING TO END USERS	1	1	2
D. COMPUTING COORDINATORS REPORTING TO END USERS	1	1	2
VI. CONCLUSIONS AND RECOMMENDATIONS			
A. CONCLUSIONS		1	1
B. RECOMMENDATIONS	1	1	2
C.			
D.			
VII.			
A.			
B.			
C.			
D.			
Sub-total Pages			
APPENDIX			
A. Definitions			
B. Data Base			
C.			
D.			
E. Questionnaire - Vendor			
F. Questionnaire - User			
G. Index			
Total Pages	13	28.5	46.5

Q. Other Research

1. Library: Source: Journal Articles

Objective: Current info related to End-User Computing

2. Reports:

Code	Title	Objective
UEPM	End-User Micro-Mainframe Needs	(Background for organizing for End User Computing)
UPCS	PCs in the IS Strategy	
UOIC	Organizing the Info Center	
UETR	Training Techniques for End Users	

3. Other Sources:

P. Project Management

1. Project Manager
2. Initiation Date Start Date
3. Midpoint Review
4. First Draft Due
5. Word Processing Begin Date
6. Shipping Date

Q. Other Comments and Direction

R. Detailed Table of Contents Attached? Yes X No

TABLE OF CONTENTS SPECIFICATION

REPORT CODE:	TITLE			
SECTION TITLE:		PAGES:		
SUBSECTION TITLE:	CONTENT/SOURCE	# Exhibits	= Text	Total
	Same as Overview			

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UEOR & UCOR
QUESTIONNAIRE
(DRAFT)

1. What is the level of End-User Computing at your organization? (check applicable boxes)
   - ☐ Standalone PCs with spreadsheet, wordprocessing, and possibly some downloading of corporate data.
   - ☐ The Information Center
   - ☐ a microcomputer center
   - ☐ PC-to-mainframe links with access to corporate databases.
   - ☐ PC-to-PC communications
   - ☐ DDP utilizing PCs and/or minis
   - ☐ Electronic office (IBM's PROFS, DEC's all-in-1, DG's CEO)
   - ☐ other _____

2. Do you believe a policy statement from executive management should be issued on the subject of the authorization for end-user computing?

   5. ☐ strongly agree 4. ☐ agree 3. ☐ not sure
   2. ☐ disagree 1. ☐ strongly disagree

3. If you agree that a policy statement is important which of the following situations would require the approval of corporate IS or a Steering Committee?

Rating	(1 = low importance 5 = high importance)
____	Transaction driven systems
____	Multiple users (either one at a time or concurrent)
____	Communications (either outside or other inside CPUs)
____	Integration with other corporate systems
____	Special programming required

3. continued

___ System dependent on key personnel or unique equipment

___ System requires access to corporate data

___ Vendor evaluation and selection

4. Do you agree that end users should be prohibited from using programming languages such as PASCAL, BASIC or C?

5. ☐ strongly agree 4. ☐ agree 3. ☐ not sure

2. ☐ disagree 1. ☐ strongly disagree

Explain _____

_____

5. What level of management do you believe should be on an End-User Computing Steering Committee?

☐ CEO ☐ Operating Division Executives

☐ Line Management ☐ IS Management

☐ Other _____

6. What should be included in the charter of the End-User Computing Steering Committee?

☐ Policy setting ☐ Hardware/Software Approvals

☐ Violation Reviews ☐ Arbitration

☐ Security Approvals ☐ Systems Cost/Benefit Reviews

☐ Other _____

7. Do you believe a company-wide PC users group is an effective ~~way~~ vehicle to reduce duplicate effort, reduce incompatabilities, enforce standards, and share knowledge about software packages?

1. ☐ Firmly believe 2. ☐ Believe 3. ☐ Don't know
4. ☐ Don't believe 5. ☐ Firmly don't believe

Explain _____

_____

_____

8. If you believe that a PC users group is beneficial how do you think it should function? (1=LOW IMPORTANCE 5=HIGH IMPORTANCE)

RATING

___ Officers should be voted in each year

___ Special interest groups should be formed

___ A newsletter should be published

___ White papers should be distributed to IS management and Steering Committee Members

___ Vendors should be encouraged to make presentations and demonstrations

___ Formal recommendations should be presented to the End Users Computing Steering Committee

___ IS should respond to formal recommendations

___ Other _____

Comments _____

_____

_____

9. what do you believe the major pitfalls might be of a PC users group?

_____

_____

_____

10. There is much written about the importance of Computer Literacy Training, but not much has been said about system development education for end-users. Do you believe the end-users should receive education on such topics as system controls, security, documentation, auditing, communications, capacity planning, etc.

5. ☐ extremely important 4. ☐ important 3. ☐ don't know
2. ☐ unimportant 1. ☐ definately not important

comments _____

_____

11. How important do you believe the following security measures are relative to end-user computing? (1 = low importance 5 = high importance)

	Rating	Comments
Individual End-User should be issued security ID numbers	____	_____

_____

11. (continued)

	Rating	Comments
A formal request form should be used to gain access to computer data	____	____
Passwords should be used to gain access to computer data	____	____
Computer data should be the responsibility of the primary using department, who should have access approval authority	____	____
Security violations should be reviewed by the security department, IS Steering Committee, and/or the owning department	____	____
IS should maintain inventory control on all proprietary software packages	____	____

~~12. Do you believe standards should be published on the following~~ compatibility

12. How important do you believe compatibility standards are on the following end user computing topics? (1 = low importance 5 = high importance)

Rating	Topic
____	Limited number of microcomputer vendors and configurations
____	Common operating systems, utilities, graphics, word processing, and spreadsheet packages
____	Compatible diskettes, cassettes, and tape.
____	Single communications standards, protocols, LANs, and interfaces.
____	Common application programs

Comments _____

_____

13. What do you believe the impact of end-user computing will be on future development of corporate integrated systems?

1. ☐ no impact 2 ☐ minor impact 3. ☐ don't know
4. ☐ significant 5 ☐ nearly every system will be affected

Comments _____

_____

14. Can you see a trend towards integrating micros and minis into corporate systems where the micros process transactions and services local needs?

1. ☐ not feasible 2 ☐ special situations only
3. ☐ don't know 4. ☐ highly probable
5. ☐ the wave of the future

comments _____

_____

15. Three years from now how do you envision your firm being organized to support End-User Computing? _____

_____

_____

16. Does your organization have a limited dollar amount an end user can approve for hardware and/or software before requiring special approval? Amount > _____.
Comments _____

17. How do the following end user computing functions fit into your organization? (To what position do they report? are they centralized or decentralized? does IS have authority?)

The Information Center _____

End-User Computer Literacy Training _____

Standalone PC Support _____

Electronic Office _____

Microcomputer Center _____

PC/MINI/MAINFRAME Integration (DDP) _____

PC-to-Mainframe Planning _____

LAN PLANNING _____

End-User Systems Planning/Development _____